
Rules of Department of Economic Development

Division 240—Public Service Commission Chapter 34—Emergency Telephone Service Standards

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**Title 4—DEPARTMENT OF
ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 34—Emergency Telephone
Service Standards**

4 CSR 240-34.010 General Provisions

PURPOSE: This rule describes in general terms the provisions of this chapter.

(1) Where applicable, basic local exchange telecommunications companies shall—

(A) Collect emergency telephone service (ETS) surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to section 190.310, RSMo, and shall be entitled to retain collection fees pursuant to section 190.310, RSMo; and

(B) Provide upon request by the ETS customer and on a proprietary basis, the number of access lines to which the surcharge is applicable.

(2) All telecommunications companies to which this rule applies shall file and maintain approved tariffs with the Missouri Public Service Commission in compliance with this rule. Such tariffs shall include the rates to be charged for emergency telephone service.

(3) Nothing in this rule shall preclude a political subdivision from determining by public vote the level of emergency telephone service via the public vote.

(4) Incumbent basic local exchange telecommunications companies who seek to modify existing basic local exchange boundaries which may affect E-911 or B-911 service shall provide notice of the proposed boundary revision thirty (30) days in advance to alternative local exchange telecommunications companies authorized to serve areas affected by the proposed boundary revisions. Such notification may be stated in a cover letter accompanying the tariff filing proposing to modify the existing exchange boundary.

(5) All basic local exchange telecommunications companies, whether providing facilities based or resold basic local exchange telecommunications service, may adopt internal procedures which require telephone subscribers to provide an accurate E-911 master street address guide (MSAG) street address prior to receiving basic local exchange telecommunications service.

AUTHORITY: sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.020 Definitions

PURPOSE: This rule defines various terms used in the rules comprising this chapter.

(1) Alternative local exchange telecommunications company—This definition shall have the same meaning as section 386.020(1), RSMo Supp. 1997.

(2) Automatic location identification (ALI)—A record that includes the subscriber's name, street address, emergency service number, and other predetermined information associated with the E-911 caller's telephone number.

(3) Automatic number identification (ANI)—Telephone encoding of a subscriber's telephone number, used for selective routing and for display at a Public Safety Answering Point (PSAP) to identify the caller. It is the key field in an ALI record.

(4) Basic local exchange telecommunications service—This definition shall have the same meaning as section 386.020(4), RSMo Supp. 1997.

(5) Basic-911 (B-911)—A service that provides for routing all 911 calls originating from telephones within a given geographic area to a single PSAP without the delivery of ALI and ANI.

(6) Company identifier (company ID)—A NENA approved three to five (3-5) character identity chosen by the basic local exchange telecommunications company that distinguishes the entity providing dial tone to the end user. The company identifier is maintained by NENA in a nationally accessible database and is an entry item in *NENA 02-001, NENA Recommended Formats for Data Exchange*.

(7) Donor company—The basic local exchange telecommunications company responsible for the end user's telephone service and E-911 data prior to the migration of the telephone number to the recipient company.

(8) Enhanced 911 (E-911)—An enhanced service that provides features such as selective routing of E-911 calls to a specific PSAP selected from among those within the E-911

service area. E-911 also provides for the delivery of ALI and ANI to the PSAP.

(9) E-911 database—A computer system where subscriber automatic location information is stored.

(10) E-911 database management system—A system of manual procedures and computer programs used to create, store, and/or update the data required to provide ALI.

(11) E-911 service provider—The firm or entity responsible for transmitting ALI to the PSAP display screen when a caller dials 911.

(12) Emergency telephone service (ETS)—This definition shall have the same meaning as section 190.300(1), RSMo Supp. 1997.

(13) Emergency telephone service customer (ETS customer)—The governmental entity subscribing to emergency telephone service.

(14) Facilities based basic local exchange telecommunications service—The offering or providing of basic local exchange telecommunications service exclusively through or primarily through the use of services or facilities owned and provided by the firm providing basic local exchange telecommunications service. The offering of such services or facilities may be accomplished by the use of unbundled portions of facilities owned or controlled by another basic local exchange telecommunications company.

(15) Incumbent local exchange telecommunications company—This definition shall have the same meaning as section 386.020(22), RSMo Supp. 1997.

(16) Local exchange telecommunications company—This definition shall have the same meaning as section 386.020(30), RSMo Supp. 1997.

(17) Master street address guide (MSAG)—A computer database defining the geographical area of E-911 service, such as by an alphabetical list of street names with their high-low house number ranges, community names, and emergency service numbers (ESN).

(18) Migration—The term used to describe the inward transaction the recipient company submits to the E-911 service provider that signifies movement of telephone service from a donor company.

(19) National Emergency Number Association (NENA)—A national organization dedicated to fostering the technological advancements, availability, and implementation of a universal emergency telephone number system.

(20) Public safety answering point (PSAP)—A communications location used by public safety agencies for answering ETS calls which originate in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. PSAPs may be located at police, fire or emergency medical service communications centers, or may be located in a specialized centralized communications center which handles all emergency communications for an area.

(21) Recipient company—The new basic local exchange telecommunications company responsible for the end user's telephone service and E-911 data after the migration of the telephone number from a donor company.

(22) Resale of telecommunications service—This definition shall have the same meaning as section 386.020(46), RSMo Supp. 1997.

(23) Reseller—A firm engaged in providing resale of telecommunications service.

(24) Selective routing—An optional feature provided by E-911 service providers and basic local exchange telecommunications companies to route ETS calls to the correct PSAP based on the caller's automatic number identification and emergency service number.

(25) Service order—Document or system generated information requesting installation or disconnection of, moving, or changing basic local exchange telecommunications service.

(26) Service provider local number portability (SPLNP)—The ability of end users of telecommunications services to retain, within the same toll rate center, existing telephone numbers without impairment of quality, reliability, or convenience when switching from one basic local exchange telecommunications company to another.

(27) Telecommunications facilities—This definition shall have the same meaning as section 386.020(52), RSMo Supp. 1997.

(28) Unlock—The action required by an E-911 service provider upon notification from a donor company that makes the end user's telephone number record available for the

recipient company to replace the customer details and company ID.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.030 Requirements for E-911 Service Providers

PURPOSE: This rule prescribes the general requirements to be employed by E-911 service providers.

(1) E-911 service providers shall—

(A) Establish a procedure by which all certificated providers of basic local exchange telecommunications service can transmit subscriber records to the E-911 database for the purpose of updating the E-911 database, except for central office based systems in which case the database management system will be updated;

(B) Protect access by use of a password to the E-911 database or central office based database management systems for use by basic local exchange telecommunications companies solely for the purpose of updating subscriber records when basic local exchange telecommunications companies are responsible for updating such records;

(C) Properly update the E-911 database no later than the end of the next business day after receiving accurate subscriber records from basic local exchange telecommunications companies;

(D) Adopt E-911 database interfacing methods according to standards for E-911 information interfacing established by National Emergency Number Association (NENA);

(E) Upon request, provide to basic local exchange telecommunications companies a description of the geographic area which it serves and a listing of all public safety answering points within the geographic area. Such description shall indicate the geographic area served by selective routers;

(F) Notify facilities based basic local exchange telecommunications companies in writing within a minimum of one hundred twenty (120) days in advance of any additions or deletions in the geographic areas served by selective routers; and

(G) Upon request, and in conjunction with the emergency telephone service (ETS) customer, provide an accurate copy of the mas-

ter street address guide (MSAG) to basic local exchange telecommunications companies for the purpose of submitting accurate subscriber records to the E-911 service provider and/or uploading subscriber records into the E-911 database. Copies of the MSAG shall be provided within three (3) business days from the time requested and provided on diskette, magnetic tape, or in a format suitable for use with desktop computers. Upon request, subsequent additions or updates to the MSAG shall be provided a minimum of once per month.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.040 ETS Subscriber Record Information Requirements of Resellers

PURPOSE: This rule prescribes the procedures to be employed where the provision of ETS subscriber record information involves the resale of basic local exchange telecommunications service.

(1) The provision of emergency telephone service (ETS) subscriber record information involving the resale of basic local exchange telecommunications service shall be performed according to the following procedures:

(A) The reseller is obligated to supply the accurate subscriber information necessary to update the E-911 database at the time the reseller submits subscriber service orders for basic local exchange telecommunications service to the basic local exchange telecommunications company whose service is being resold. At a minimum, such subscriber information shall consist of the subscriber's name, premises street address, and premises telephone number;

(B) In instances where a reseller's service is being resold by another reseller, each succeeding reseller shall be responsible for providing accurate subscriber information to the preceding reseller in a manner consistent with (1)(A) above;

(C) If the basic local exchange telecommunications company whose services are being resold is also the E-911 service provider, it shall be the responsibility of such basic local exchange telecommunications company to properly update the E-911 database no later than the end of the next business day after

receiving the accurate subscriber information from the reseller;

(D) If the basic local exchange telecommunications company whose services are being resold is not the E-911 service provider, it shall be the responsibility of the basic local exchange telecommunications company to submit accurate subscriber records to the E-911 service provider no later than the end of the next business day after receiving the accurate subscriber records from the reseller; and

(E) All service order activity resulting in the disconnection, moving, or changing of a subscriber's name, premises street address, or premises telephone number shall be conducted in accordance with the installation of basic local exchange telecommunications service as per (1)(A), (B), (C) and (D) above.

(2) Database inaccuracies involving resold basic local exchange telecommunications service—

(A) When the facilities based basic local exchange telecommunications company whose services are being resold discovers or is notified of an inaccurate subscriber record, the facilities based basic local exchange telecommunications company shall examine the nature of such error and determine the party responsible for correcting the error;

(B) Where the facilities based basic local exchange telecommunications company is the party responsible for correcting the inaccurate subscriber record, the facilities based basic local exchange telecommunications company shall investigate the cause of the inaccurate subscriber record, correct the subscriber record, and properly update the E-911 database or resubmit the accurate subscriber record to the E-911 service provider, no later than the end of the next business day after discovery or notification of the error;

(C) Where the reseller is determined to be the party responsible for correcting the inaccurate subscriber record, the facilities based basic local exchange telecommunications company shall notify the reseller of the inaccurate subscriber record no later than the end of the next business day following the day in which the facilities based basic local exchange telecommunications company discovered or was notified of the error;

(D) When notified of an inaccurate subscriber record, the reseller shall correct and resubmit the accurate subscriber record no later than the end of the next business day;

(E) Notwithstanding (2)(A), (B), (C) and (D) above, in instances where third party contact (such as the customer and/or appropriate E-911 addressing authority) is required, the reseller shall use its best faith

effort to contact the third party, correct the subscriber record, and resubmit the accurate subscriber record to the facilities based basic local exchange telecommunications company no later than the end of the next business day. In all instances involving third party contact, the reseller shall resubmit the accurate subscriber records to the facilities based basic local exchange telecommunications company no later than the end of the next business day after receiving the accurate subscriber records from the third party; and

(F) In instances where a reseller's service is being resold by another reseller, each succeeding reseller shall be responsible for correcting inaccurate customer records to the preceding reseller in a manner consistent with (2)(A), (B), (C), (D) and (E) above.

(3) Prior to beginning operations, resellers shall submit via certified mail the following information to all E-911 customers in the reseller's service area:

(A) The name, address, and telephone number of a contact person who shall be responsible for answering questions by the E-911 customer. Such contact information shall be updated via certified mail to the E-911 customer any time the reseller contact information changes.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.050 Subscriber Record Information and Service Order Standards for Facilities Based Companies

PURPOSE: This rule prescribes the procedures to be employed where subscriber record information and service order standards involve facilities based companies.

(1) Facilities based basic local exchange telecommunications service providers shall—

(A) In conjunction with E-911 service providers, adopt E-911 interfacing methods according to standards for E-911 information interfacing established by National Emergency Number Association (NENA);

(B) Adopt and comply with operating methods established by the E-911 service provider for updating subscriber records into the E-911 database;

(C) According to the E-911 service provider's procedures, properly update sub-

scriber records into the E-911 database, or transmit accurate subscriber records to the E-911 service provider, no later than the end of the next business day after establishing basic local exchange telecommunications service to the subscriber;

(D) According to the E-911 service provider's procedures, properly update subscriber records into the E-911 database, or transmit accurate subscriber records to the E-911 service provider, no later than the end of the next business day after receiving accurate subscriber records from a reseller;

(E) Where required by tariff to make subscriber records available so that the E-911 service provider can remotely poll subscriber records, the facilities based basic local exchange telecommunications company shall make such accurate records available to the E-911 service provider no later than the end of the next business day after establishing the subscriber's basic local exchange telecommunications service;

(F) Conduct all service order activity resulting in the disconnection, moving, or changing of a subscriber's name, premises street address, premises telephone number, or basic local exchange telecommunications service provider information in accordance with the installation of basic local exchange telecommunications service as per (1)(A), (B), (C), (D) and (E) above;

(G) Where required by the E-911 service provider's operating methods, conduct all service order activity resulting in the porting of local telephone numbers according to NENA standards and including the following:

1. Donor companies shall transmit an unlock transaction to the E-911 service provider no later than the end of the next business day after having completed service order activity resulting in porting a local telephone number; and

2. Recipient companies shall transmit a migrate transaction to the E-911 service provider no later than the end of the next business day following the date on which the E-911 service provider makes the subscriber's record available for updating; and

(H) Obtain a company identifier as established in NENA publication 02-001, NENA recommended formats for data exchange.

(2) Database inaccuracies involving facilities based basic local exchange telecommunications service—

(A) Upon discovery or notification of an inaccurate subscriber record, the facilities based basic local exchange telecommunications company shall investigate the cause of the inaccurate record and update the E-911 database or resubmit the accurate subscriber

record to the E-911 service provider no later than the end of the next business day; and

(B) Notwithstanding (2)(A) above, in instances where third party contact (such as the customer and/or appropriate E-911 addressing authority) is required, the facilities based basic local exchange telecommunications company shall use its best faith effort to contact the third party, correct the subscriber record, and update the E-911 database or resubmit the accurate subscriber record to the E-911 service provider no later than the end of the next business day. In all instances involving third party contact, the facilities based basic local exchange telecommunications company shall properly update the E-911 database or resubmit the accurate subscriber record to the E-911 service provider no later than the end of the next business day after receiving the accurate subscriber record from the third party.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.060 Telecommunications Facilities Standards

PURPOSE: This rule sets forth the general telecommunications facilities standards for ETS.

(1) Telecommunications facilities used to provide emergency telephone service (ETS) shall conform to the requirements of the ETS customer and/or Missouri Public Service Commission as follows:

(A) The facilities based basic local exchange telecommunications company shall recognize the authority of the ETS customer to establish ETS configurations and grant final approval or denial of the service configurations offered by the facilities based basic local exchange telecommunications company. Such approval or denial shall be obtained by the facilities based basic local exchange telecommunications company in writing from the ETS customer;

(B) The facilities based basic local exchange telecommunications company shall obtain such approval prior to providing basic local exchange telecommunications service in areas where ETS is available to subscribers. At a minimum, such configurations shall establish dedicated facilities for routing ETS

calls from the basic local exchange telecommunications company's central office switch;

(C) The ETS customer shall have thirty (30) days from receipt to approve or deny in writing the proposed ETS configurations. If the ETS customer does not serve a written approval or denial on the facilities based basic local exchange telecommunications company within thirty (30) days, then the proposed ETS configurations shall be deemed approved;

(D) If the ETS customer serves written denial of the proposed ETS configurations on the facilities based basic local exchange telecommunications company within thirty (30) days, the ETS customer shall explain its reasoning for denying the proposed configuration. Upon receipt of such denial, the facilities based basic local exchange telecommunications company can submit revised proposed ETS configurations to the ETS customer or can file a request for review with the Missouri Public Service Commission;

(E) If the facilities based basic local exchange telecommunications company files for review with the commission, it shall include in the filing the proposal made to the ETS customer and the ETS customer's written denial, and shall at the same time serve the request for review on the ETS customer; and

(F) Consistent with commission rules, the ETS customer may respond to the request for review within ten (10) days of the filing. The commission shall conduct such proceedings as it deems appropriate in reviewing such materials and shall issue a decision within forty-five (45) days of the filing by the facilities based basic local exchange telecommunications company. In such instances, approval of service configurations by the commission shall be deemed sufficient to satisfy the requirements of (1)(B) above.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.070 Repair of Telecommunications Facilities

PURPOSE: This rule prescribes the procedures to be employed in the repair of telecommunications facilities providing ETS.

(1) Repair of telecommunications facilities used to provision emergency telephone ser-

vice (ETS) shall be performed in accordance with the following:

(A) Repair service shall begin immediately upon discovery or receipt of a report of a malfunction. Repair service includes testing and diagnostic service from a remote location, dispatch or in-person visit(s) of personnel. Technicians shall be dispatched without delay in instances where technicians are required to repair facilities;

(B) Facilities based basic local exchange telecommunications companies shall be responsible for reporting all known service affecting errors, defects, and malfunctions in its ETS facilities to the E-911 service provider and the ETS customer or, in the case of B-911, to the ETS customer;

(C) E-911 service providers shall be responsible for reporting all service affecting errors, defects, and malfunctions in its E-911 facilities to the facilities based basic local exchange telecommunications companies providing service in the E-911 service provider's service area;

(D) E-911 service providers shall provide a point of contact for reporting errors, defects, and malfunctions in facilities used to provide E-911 service. Such contact shall be given to each facilities based basic local exchange telecommunications company providing basic local exchange telecommunications service in the E-911 service provider's operating area and shall be updated whenever any of the information changes; and

(E) Facilities based basic local exchange telecommunications companies shall provide a point of contact for reporting errors, defects, and malfunctions in the company's facilities used to provision ETS. Such information shall be sent via certified mail to E-911 service providers and E-911 customers in the facilities based basic local exchange telecommunications company's service area. This information shall contain name, address, and telephone number and shall be updated whenever any of the information changes.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.080 Selective Routing Standards

PURPOSE: This rule sets forth the requirements to be employed where telecommunications facilities are engaged in selective routing.

(1) Telecommunications facilities used to perform selective routing shall be configured so as to allow the subscriber's emergency call to be routed to the proper public safety answering point (PSAP). Selective routers shall be updated according to the following:

(A) Basic local exchange telecommunications companies providing selective routing shall update the appropriate selective routers no later than the end of the second business day after having established basic local exchange telecommunications service to the subscriber;

(B) Basic local exchange telecommunications companies providing selective routing for other basic local exchange telecommunications companies shall update the appropriate selective router no later than the end of the second business day after having received accurate subscriber records from the other basic local exchange telecommunications company;

(C) E-911 service providers providing selective routing shall update the appropriate selective router no later than the end of the second business day after having received accurate subscriber records from basic local exchange telecommunications companies providing service in areas served by the E-911 service provider's selective router; and

(D) All service order activity resulting in the disconnection, moving, or changing of a subscriber's telephone number shall be conducted in accordance with the installation of the subscriber's telephone number as per (1)(A), (B), or (C) above.

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo. Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*

4 CSR 240-34.090 Database Accuracy Standards

PURPOSE: This rule sets forth the database accuracy standards required for all basic local exchange telecommunications companies whether providing facilities based or resold basic local exchange telecommunications service.

(1) All basic local exchange telecommunications companies, whether providing facilities based or resold basic local exchange telecommunications service, shall adopt internal procedures designed to ensure that accurate subscriber information is provided to the E-911

service provider. Facility based companies shall adhere to the following guidelines:

(A) All facilities based basic local exchange telecommunications companies which provide E-911 database information shall adopt and comply with a policy which results in a check between the E-911 master street address guide (MSAG) and all service order activity performed by that telecommunications company in each E-911 service provider area. When errors occur between the E-911 MSAG and a service order, the facilities based telecommunications company shall examine the nature of the error, correct the error, and submit the accurate record to the E-911 service provider per 4 CSR 240-34.050(2); and

(B) All facilities based basic local exchange telecommunications companies which receive service orders from resellers shall adopt and comply with a policy which results in a check between the E-911 MSAG and the service order activity submitted by the reseller. When errors occur between the E-911 MSAG and a reseller's service order, the facilities based telecommunications company shall examine the nature of the error and submit the accurate subscriber record to the E-911 service provider per 4 CSR 240-34.040(2).

AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Feb. 16, 1999, effective Sept. 30, 1999.*

**Original Authority: 386.040, RSMo 1939; 386.250, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 392.200, RSMo 1939, amended 1987, 1988, 1996.*